celestra

PRET SUPPORT

Flexible, responsive technology support that keeps Pret sites running



Pret relies on technology throughout its sites to support colleagues, serve customers and maintain smooth day-to-day operations. When an issue occurs, the response needs to be fast, informed and dependable.

Celestra provides an end-to-end support service that brings together incident management, engineering expertise, stock control and reporting, all delivered by a team that understands Pret's technology estate.

CELESTRA SUPPORT SERVICES PROVIDED FOR PRET

Celestra manages the support journey from the moment an incident is raised through to resolution. The service includes SLA monitoring, clear reporting, hardware investigations and swaps, networking support, asset management and stock control. This joined-up approach gives Pret one accountable partner across the process, helping to reduce complexity and keep activity moving.

- End-to-end incident management with clear ownership
- EPoS hardware, networking, investigations and equipment swaps
- SLA monitoring and service reporting
- Asset, inventory and replacement stock management
- Engineer lockers that reduce missed deliveries and improve access to parts
- A tailored service shaped around Celestra's 5Cs

WHAT WE DO FOR PRET WHEN IT COMES TO TECH SUPPORT

The team supports a wide range of in-store technology, from straightforward connectivity issues to business-critical systems. This includes EPoS and tills, chip and PIN devices, tablets, Kitchen Management Systems, data ports and first-metre connectivity. By combining remote coordination with experienced field engineering, Celestra helps ensure the right skills and equipment are directed to each incident.

The service consistently operates at more than 95% SLA performance. It has also demonstrated the capacity to respond when demand changes: call volumes increased from 130 in August 2025 to 268 in August 2026. The team absorbed this growth while continuing to provide responsive support, showing the scalability and adaptability of the service.

WHY DID PRET CHOOSE CELESTRA TO BE THEIR SUPPORT PARTNER?

Celestra combines technical capability with a personal approach. Its experience extends beyond support into surveys, installation and end-to-end technology delivery, giving the team valuable knowledge of how solutions have been deployed and the individual requirements of different sites. That understanding can make investigations more focused and help engineers arrive better prepared.

The team also brings experience supporting complex in-store environments for major UK brands, including digital media, kiosks and drive-through technology. For Pret, this means support is delivered by people who understand the pressures of live trading environments and the importance of resolving issues efficiently. Communication remains central throughout, with named contacts and clear accountability rather than an anonymous support model.

HOW DOES PRET BENEFIT FROM HAVING CELESTRA SUPPORT?

·Quicker, better-prepared responses: Forward stock locations in the north and south make replacement equipment more accessible and help engineers take the right parts to site.
·Personal ownership: A dedicated five-person team gives Pret familiar contacts who understand the account and take responsibility for progressing issues.

- Flexible delivery: Processes can adapt as Pret's requirements change, avoiding a rigid, one-size-fits-all approach.
- Stronger stock visibility: Inventory tracking and stock reporting provide better control of assets and replacement equipment.
- Reliable coverage: Early and late SLA windows provide support across Pret's operating hours and greater peace of mind.
- End-to-end knowledge: Experience across surveys, installation and ongoing support gives Celestra a fuller understanding of the technology and site environment.

Through this combination of national engineering capability, practical stock management and a close working relationship, Celestra provides Pret with support that is both scalable and personal. The result is a service focused on maintaining performance, reducing disruption and giving Pret confidence that its technology is supported by a team that cares about getting the job done properly.

